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Genesys Engage cloud Release Note

Designer

12/16/2025

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Designer

For information about the latest releases of Designer, see [Designer Release Notes](#).

 **Note:** Not all releases or changes listed below may pertain to your deployment.

- [March 26, 2021 \(9.0.116.09\)](#)
- [March 11, 2021 \(9.0.116.08\)](#)
- [January 12, 2021 \(9.0.114.03\)](#)
- [November 5, 2020 \(9.0.113.06\)](#)
- [October 14, 2020 \(9.0.113.05\)](#)
- [August 26, 2020 \(9.0.112.13\)](#)
- [July 21, 2020 \(9.0.112.11\)](#)
- [July 8, 2020 \(9.0.111.23\)](#)
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- [May 14, 2020 \(9.0.111.16\)](#)
- [March 5, 2020 \(9.0.111.09\)](#)
- [January 23, 2020 \(9.0.110.07\)](#)
- [December 17, 2019 \(9.0.109.08\)](#)
- [October 22, 2019 \(9.0.108.03\)](#)
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- [September 23, 2019 \(9.0.107.05\)](#)
- [August 19, 2019 \(9.0.105.14\)](#)
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- [February 21, 2019 \(9.0.100.31\)](#)
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- [Known Issues](#)

March 26, 2021 (9.0.116.09)

What's New

Resolved issues

- Designer now correctly preserves customizations made to callback audio resources. The previous release of Designer (9.0.116.08) reverted these resources to the original audio, which could impact the caller experience if the Callback audio collection was published after upgrading to that version. (DES-11143)

The **Known Issues** section is not updated for this release. However, make sure to review these items so you are aware of them.

March 11, 2021 (9.0.116.08)

What's New

- Designer has improved the way it handles partial failures to initialize applications or run ECMAScript when these are caused by resource limits being reached on the system platform. Designer Analytics now reports these as a minimal SDR with a disposition of **System Error** and a milestone that provides a more precise error (when available). Prior to this release, Analytics did not report these types of sessions. (DES-10799)
- In the settings for chat applications (**Digital** tab), you can now specify a participant name to use for chat sessions. If a participant name is not specified, the Application Reporting Title is now used as the default name instead of the name of the application (which was the default used in previous releases of Designer). (DES-10426)
- Designer Help now contains a list of **valid characters** that can be used when naming resources. (DES-10957)
- Designer Analytics now displays enhanced details about third-party bot errors in the SDR properties of the reporting bot object. (DES-10413)

Resolved issues

- The **Menu** block no longer suppresses an entire batch of user chat messages that resulted in No Match. It now uses the first input for the No Match and the remaining messages are utilized by retries or other blocks. Previously, it would consume the entire batch of messages. (DES-10604)

The **Known Issues** section is not updated for this release. However, make sure to review these items so you are aware of them.

January 12, 2021 (9.0.114.03)

What's New

- Designer has a new optimized method for deleting large numbers (i.e. 30 or more) of userdata or Call Data key/value pairs (KVP). Applications can use the **Assign Variables** block to build a JSON object that lists all of the keys to be deleted, with each key assigned a 'null' value. This object can then be specified in a new property in the **Call Data** block to initiate a more optimal removal of these KVPs.

Important: This change has no impact to existing Designer applications or functionality. However, Genesys recommends that you use this preferred method in all applications that require the deletion of large numbers of KVPs. (DES-10265)

- Designer now supports the use of **Speech Synthesis Markup Language** (SSML) tags in TTS (Text-to-Speech) prompts. This capability is enabled by default in new applications, but can be enabled for existing applications by setting the new **enableSSML** system variable to **true**. (DES-10410)
- For DialogFlow bots, Designer now has the capability to stream audio directly to the bot services provider, which significantly improves the performance of these bots. (DES-10077)

Resolved issues

- When adding a new bot to the Bot Registry, the list of provider types is now displayed correctly in the **Select Type** drop-down. Previously, the list appeared to be empty due to a backend processing error. (DES-10731)
- Designer now correctly recognizes and processes consult chat interactions, including chat messaging. Previously, Designer interpreted such interactions as terminated, and would skip subsequent blocks in the application by jumping directly to the Finalize phase for final processing. (DES-10705)

The **Known Issues** section is not updated for this release. However, make sure to review these items so you are aware of them.

November 5, 2020 (9.0.113.06)

What's New

Resolved Issues

- When validating data tables, Designer no longer displays data type mismatch warnings if a cell in a string-type column contains data that is not stored as a string. (DES-10449)

The **Known Issues** section is not updated for this release. However, make sure to review these items so you are aware of them.

October 14, 2020 (9.0.113.05)

What's New

- In Designer deployments that are using the latest version of chat services (i.e. Chat Version 9), Designer now supports messaging during chat consult transfers. (DES-10286)
- In **Analytics**, a new **Bots** dashboard is added to help you analyze and evaluate the performance of your voice and chat bots. (DES-7169)
- Intelligent Prompts now support the following languages:

- en-GB (English-Great Britain)
- it-IT (Italian-Italy)
(DES-10189)
- Designer now permits only one user at a time to open a media or message collection for editing. Other users can view the resource, but they will not be able to make any changes until the resource is released from editing mode. Designer automatically releases the lock after 15 minutes of inactivity. (DES-9807)
- For Dialogflow bots, a new **Wait Conversation End** option is added to the bot registry. When enabled, it changes the Bot block's behavior to recognize intents that are marked as end-of-conversation intents in the bot. This option is not enabled by default, but can be enabled when adding a new Dialogflow bot to the Bot Registry or by editing an existing one in the registry. (DES-10115)
- Designer now performs stricter validations for data table imports. Schemas can no longer be changed during imports and Designer now displays a warning if it detects that certain characters were removed from the CSV file during the editing process. Designer also ensures that the correct default values for the column data type are applied if no value is present during import. (DES-10360)
- Designer can now preserve user data across interactions for asynchronous chat scenarios. (DES-10346)

Resolved issues

- If the **Wait for Answering Machine** option is enabled in the application settings, Designer now correctly informs platform components to wait for an answering machine tone to be detected before continuing to process an outbound call (for example, waiting for the beep to sound before playing a message). Previously, this setting was not properly taking effect. (DES-10235)
- In an **HTTP REST** block, Designer now correctly handles an **HTTP 204** response from an external API endpoint. (DES-10145)
- Designer now correctly generates only one **Error Handler** block for each **Bot** block. Previously, in certain cases, Designer was creating two **Error Handler** blocks. (DES-9633)
- In the **Bot** block, Designer now populates the slot values for intents correctly. Previously, in certain cases, Designer was not assigning variables to the slots correctly if the expected order of intents had changed (for example, if an intent was disabled and later re-enabled). (DES-9511)
- Designer now filters out problematic characters in TTS text that can cause playback issues. (DES-10163)
- For Callbacks, Designer now correctly updates the **blockpath** details of the Session Detail Record (SDR) if a customer disconnects before accepting or rejecting the callback offer. (DES-9977)

The **Known Issues** section is updated for this release. Make sure to review these items so you are aware of them.

August 26, 2020 (9.0.112.13)

What's New

Resolved issues

- In certain cases, Designer applications continued to send chat messages to the user's chat widget even though Designer had routed the chat to an agent. This behavior is now corrected and will take effect

once the application is republished. No other changes to the application are required. (DES-10135)

- When opening a data table, Designer no longer blocks the UI with a "loading" spinner for a long period of time. Previously, the spinner could take up to one minute to dismiss. **Note:** If you are using Google Chrome, this issue is resolved only for version 76 and later. (DES-10197)

There are no new **Known Issues** added for this release. However, make sure to review these items so you are aware of them.

July 21, 2020 (9.0.112.11)

What's New

- For Callbacks, Designer now provides an option to apply dynamic routing allocations to the routing targets of a Virtual Queue. (DES-9437)
- The **Debug** block now lets you select secure variables, which enables the DEV, UAT, and QA streams of an application to capture these variables in their logs.
Important: Secure variables are never captured in the logs for LIVE streams of applications. (DES-9440)
- The **Route Call** and **Route Digital** blocks now allow you to specify a routing algorithm with a variable. (DES-9515)
- Designer now displays a validation error if you try to upload a grammar file that contains a space in the file name (spaces are not permitted). (DES-9788)
- When new interaction queues are created, Designer now adds friendly display names that can be consumed by Workspace Web Edition. (DES-9700)
- Data Tables will now always load and display all known information in the UI, even if there are network issues or the user has insufficient permissions to view certain resource types. (DES-7754)

Resolved issues

- For Designer users with roles that provide read-only permissions for Media Resources, Designer now disables all buttons used for editing audio and languages. (DES-9692)
- For Build 0 (and only Build 0) of applications originally created in Designer 8 and migrated to Designer 9, **Special Day** exceptions in **Business Hours** are now handled correctly when the **Special Day** date range is defined as a single day. (DES-9862)
- Designer is now more resilient when maintenance work is being performed on the platform authentication services. (DES-8842)
- The **PositionInQueue** option in the **Statistic** block now includes details for non-voice interactions. (DES-9384)
- When the cumulative size of all JSON captured by a **Debug** block exceeds 25 KB, the block now adds an error message to the session detail record (SDR). (DES-9418)

There are no new **Known Issues** added for this release. However, make sure to review these items so you are aware of them.

July 8, 2020 (9.0.111.23)

What's New

- Designer has optimized how it communicates with digital services, especially for very long-running application sessions (2 weeks or longer). The rate of communication between Designer and digital services has been changed, so that Designer no longer constantly retries when there are communication failures. Previously, this could cause a high load on these services, which would manifest in Analytics as sessions with a disposition of **Application Timeout** and, in general, delays in messaging. No specific changes are required in your applications. This improvement will take effect the next time an application is re-published. (DES-10009)

There are no new **Known Issues** added for this release. However, make sure to review these items so you are aware of them.

June 11, 2020 (9.0.111.19)

What's New

- In the application settings, the **Digital** tab has a new option to **Terminate interaction when the customer disconnects**. When enabled, Designer terminates the interaction immediately if the customer leaves the chat. This option is only applicable to Digital-type applications or Default-type applications that are enabled for omni-channel support. Note that this option is enabled by default for both new and existing applications.
- The **Terminate Call** (Default) and **Terminate** (Digital) blocks have a new option to **Stop the interaction immediately** that can be enabled for digital interactions. When enabled, Designer immediately stops the interaction and jumps to the **Finalize** phase. Previously, the **Terminate** block did not immediately stop a digital interaction; instead, Designer skipped any remaining blocks and jumped to the **Finalize** phase, and only terminated the interaction after the blocks in the **Finalize** phase had been processed.

There are no new **Known Issues** added for this release. However, make sure to review the items in this section so you are aware of them.

May 14, 2020 (9.0.111.16)

What's New

- In the application settings, the **Digital** tab has a new option that enables Designer to continue processing the application after the customer leaves the chat session (this option does not apply to voice interactions). For Default type applications, this option is available when omni-channel support is enabled. When this option is unchecked (OFF), Designer terminates the chat interaction when the

customer leaves the chat session and processing jumps to **Finalize**. This can interrupt any ongoing processing, including routing.

- For Digital applications that are being used for Genesys Task Routing, Designer now requires that endpoints created in Cloud iWD include an **openmedia** prefix (for example, **openmedia.banking**). Otherwise, Designer won't recognize the endpoint and it won't appear in the list of endpoints in Designer.
- Variables defined in the **Initialize** block are correctly initialized even if the chat customer participant leaves while the block is executing. This allows reliable use of application variables in the **Finalize** phase for post processing. Previously, in certain cases, variables did not initialize in this scenario.

The **Known Issues** section is updated for this release. Make sure to review these items so you are aware of them.

March 5, 2020 (9.0.111.09)

What's New

Persona selection

- Designer now includes a variety of **personas** that you can use to control the Text-to-Speech (TTS) engine (Nuance, Google) in your applications. You can select a persona to apply throughout the entire application (in any block that uses a TTS service, including the **Bot** block). You can also switch to a different persona midway in the application by using a **Change Persona** block.

Internet Explorer deprecated

- Microsoft Internet Explorer (IE) is now deprecated. For a list of browsers supported by Designer, see **Supported browsers**.

Resolved issues

- The latest version displayed in the **What's New** pop-up now matches your actual version of Designer. Previously, the version shown was based on the latest version being rolled out, and thus did not always correctly indicate the version being used by your site. (DES-9197)
- When accessing Designer through a private Multiprotocol Label Switching (MPLS) tile, the **Logout** button now correctly redirects users back to the Single Sign-on (SSO) login page. (DES-8397)
- In addition, an issue that prevented certain users from being able to log into Designer from a private MPLS tile is now corrected. (DES-9256)
- If there are no SDR fields specified when performing a search on the **SDR dashboard**, Designer now only matches the search terms against a few select fields (**ANI**, **DNIS**, **SessionID**, **InteractionID**, **ConnectionID**, and **childIxns.id**). Previously, in this type of scenario, Designer searched all SDR field values for a match, which sometimes had a negative impact on performance and led to service issues. This update also introduces some changes to the syntax for SDR search query statements, which are described in **Searching the Session Detail Records**. (DES-9010)
- The resource history view functionality is now extended to include history views for **Users** and **Partitions**. (DES-9064)

- The **Get Chat Transcript** block now uses a new digital channels API to fetch the chat transcript. (DES-9169)
- Session Detail Records for outbound Callback applications now correctly contain the **ConnectionID** and **MCP** fields. (DES-9224)
- When using Dialog Engine voice or chat bots, the "goal reached" confirmation message can now be optionally suppressed. (DES-9257)

The **Known Issues** section is updated for this release. Make sure to review these items so you are aware of them.

January 23, 2020 (9.0.110.07)

What's New

Resolved issues

- When publishing an application, Designer now validates the **parseInt(string, radix)** function used by the **Advanced Scripting** tab of the **Assign Variables** block and displays a *warning* if the value of the **radix** parameter is missing or invalid. (DES-8876)
Note: If you are using cloned Callback modules in the application, this validation returns an *error* that prevents the application from being published. See **Known Issues** for more details and workaround information.
- Designer now correctly calculates the amount of time an interaction has spent in the parking queue when the interaction is routed to an agent after business hours are resumed and the agent misses or rejects it. (DES-9067)
- The **Bot** block now stores the value of the **Store latest response from bot** variable for voice and chat responses in the same format. (DES-9124)
- Designer now correctly retains the settings for a partition when you add multiple users to it from the **Partitions** tab. (DES-9100)
- In Designer Analytics, percentages are now displayed correctly on dashboard panels that use the **number** value type. (DES-8878)
- Designer no longer prevents additional changes from being made to a business controls resource if multiple changes are made to the resource within a short period of time. (DES-8700)

December 17, 2019 (9.0.109.08)

What's New

Chat-based surveys

- Designer's survey capabilities are expanded to include the ability to offer chat-based surveys to your

customers. If a customer who is engaged in a chat session opts to participate in a survey, they are presented with the survey questions in the chat window after their chat with the agent is complete. (DES-8953)

Other improvements and changes

- Intelligent prompts now include French, Cantonese, and Punjabi language packs. (DES-8973)
- Microsoft LUIS (Microsoft Language Understanding Service) bots can now be registered in Designer and used for Self Service via the **Bot** block. (DES-8866)
- The routing priority of OpenMedia interactions is now auto-managed in Digital applications instead of being configured manually in the **Route Digital** block. Cloud intelligent Workload Distribution (iWD) provides the initial priority and any priority updates to Designer, and then Designer updates the priority accordingly in all applicable queues. (DES-8861)

Resolved issues

- When exiting a **Route Call** block that has the **Clear targets from queue when this block terminates** option enabled, Designer now correctly clears a call from the virtual queue. (DES-8736)
- When **Manage Builds** is selected for an application that has builds available, Designer no longer displays a message that no builds have been generated for that application. (DES-8798)
- Dialog Engine V2 bots can now be registered in Designer and used for Self Service via the **Bot** block. (DES-8740)
- Designer now uses Coordinated Universal Time (UTC) to adjust for local time zones when determining when a data table was last modified or published. (DES-8622)
- An issue that caused Analytics to sometimes report duplicate details about busy treatments is now resolved. (DES-8126)
- For scheduled callbacks, they will now be correctly purged after the desired time of their callback, or at the end of the business day (whichever comes first). (DES-8020)

October 22, 2019 (9.0.108.03)

What's New

Optional LIVE B stream

- Designer now provides an optional LIVE B stream in addition to the existing LIVE stream. This enables you to run a second application in LIVE production mode, which gives you greater flexibility in how you can introduce new application builds into your production environment. For example, each LIVE stream can have different contact points assigned to it, so you could allocate interactions coming from a certain region to a particular stream, or use the streams to balance (or gradually introduce) the number of interactions being handled by a new production build. (DES-8488)

Resource history view

- Designer now provides a history view for most resources, such as applications, shared modules, media files, audio collections, and business controls. This view allows you to see the historical details for a selected resource, such as the date of each change, who made the change, and the previous value. In some cases, you can drill down further into the results to view additional details for a specific edit. You can also sort, filter (for example, view the history for a certain time period), search, and export the results to a file. (DES-8450, DES-8451, DES-8452)

Other improvements and changes

- If a digital interaction is transferred to another application (such as when an application is selected as a destination target in a **Route Digital** block), the interaction is transferred to the same type of stream for the target application. For example, if the transferring application is running in the LIVE stream, the interaction goes to the LIVE stream of the target application. (DES-8490)
- Support for several new languages is added. You can see a full list of supported languages in the **Language** menu under System Variables (or whenever there is an option to select a language, such as when managing languages for media resources). (DES-8667)
- When you create a new Bot, Designer now checks to make sure that the name you enter does not contain any invalid characters. Note that Bot names can only contain alphanumeric and the following special characters: plus (+) and minus (-). (DES-8739)
- Several improvements have been made to Designer Analytics, to support better reliability and stability in displaying search and reporting data. (DES-8252), (DES-8261), (DES-8281)
- A new **Input timeout** value for chat interactions is added to the **Input Settings** tab of the **User Input**, **Menu**, and **Bot** blocks. (DES-8449)

Resolved issues

- An issue that caused some users to experience intermittent disconnections from Designer is now corrected. (DES-6680)
- An issue that caused Designer to stop processing an application if a specified built-in grammar couldn't be found is now corrected. (DES-8676)
- Designer now checks if the variable containing the URL for an external grammar contains a null, undefined, or empty value. If so, Designer logs the result and continues processing the application. (DES-8630)
- During bulk audio uploads, Designer no longer permits media resources that contain non-supported special characters to be uploaded. Note that the only special characters supported in media resource filenames are dots (.), underscores (_) and hyphens (-). (DES-8316)

September 26, 2019 (9.0.107.06)

What's New

This release includes only resolved issues.

Resolved issues

- An issue that prevented Internet Explorer users from logging into Designer is now fixed. (DES-8702)
- For blocks that allow you to specify a navigational target destination when certain conditions are met (such as **User Input**, **Menu**, and **Bot** blocks), Designer now displays an error message during validation if the specified target block destination is missing. You can correct the error by going to the indicated block and re-selecting the target destination. (DES-8153)

September 23, 2019 (9.0.107.05)

What's New

Externally-Hosted Grammars

- You can now use speech grammars that are stored outside of Designer in your applications. This provides greater flexibility in selecting grammars, as an application can reference both externally-hosted speech grammars and the ones that are included with Designer.

Other improvements and changes

- The **Record Utterance** block now allows you to select an audio format for your recording files.
- Designer now displays a validation error message if an external speech grammar does not have at least one input **Mode** selected.
- Also, when viewing the properties of a speech grammar from a **User Input** block, the display of the interface is improved so that all details are fully visible.
- When you clone an application and generate the first build for it, the build versioning now starts at 1.

Resolved issues

- Users with **DesignerAdmin** and **DesignerBusiness** roles are now able to successfully assign builds to streams, and also to enable or disable them. (DES-8232)
- In Designer Analytics, the filtering tools now correctly apply all of the specified conditions. (DES-8068)
- Designer now correctly imports files exported from other Designer 9 releases. In some cases, Designer would display a message that the files being imported were not compatible with that particular version of Designer. (DES-7553)
- The value for the **Bot invocation result code** is now correctly captured by Designer Analytics. Previously, this value was not appearing in analytics reports even though a variable was assigned to it. (DES-7852)
- Designer now correctly ignores **Debug** blocks when application builds are running in the Live stream. (DES-8655)
- For variable-driven priority routing, Designer now applies a default priority value if the variable specified contains a value that isn't valid (i.e. undefined or not able to be converted to a number). (DES-8495, DES-5590)

- When you select one of the options provided on the **Navigation** tab of certain blocks (such as **Start Treatment**, **Click-to-Call-In Match**, or **Segmentation**), Designer now retains your selection if you go back to the tab after clicking on another tab. (DES-8418)
- For blocks that have a text box for specifying target destinations (such as the **Go To** or **Start Treatment** blocks), Designer now retains the associated target if you unintentionally clear it by clicking inside of the text box. (DES-8407)
- An issue that caused Designer Analytics to sometimes not display all session details for a call even when the call completed without any errors is now corrected. (DES-8258)
- Designer now allows you to update an existing media resource file with a new file that has the same name. (DES-8059)
- An issue that caused certain users to see an intermittent message that Designer had disconnected is now corrected. (DES-8048)
- The **Bot** block is improved to correctly handle "no match" and "no input" scenarios for chats. (DES-7465)
- Designer now correctly by-passes **Route Call** blocks when the variable for the timeout value is defined as 0 (zero). (DES-7246)
- For callback applications, Designer now disconnects all dialed calls automatically when the call session ends. (DES-8478)
- Immediate callbacks are now processed correctly if the connection is interrupted while a caller is receiving their callback booking confirmation. (DES-8003)
- Callback handling has been improved in multi-switch environments. (DES-6631)

August 19, 2019 (9.0.105.14)

What's New

Facebook, WhatsApp, Twitter, and SMS

- Designer is now capable of handling messages coming from **Facebook** (Public and Private), **WhatsApp**, **Twitter** (Public and Private), and **SMS**. If a customer contacts you from one of these social media platforms or services, Designer detects which channel the message is coming from and launches the appropriate application for managing and routing that type of interaction. If applicable, Designer can also send or post messages back to the incoming channel.

Single Sign-On (SSO)

- Designer now supports single sign-on (**SSO**), which lets you access supported Genesys Engage cloud applications with one login. Once you've signed-in and been authenticated by a third-party identity provider (such as Okta), you can then go to any SSO-enabled application and be automatically logged in without needing to enter your credentials.

Send SMS

- The new **Send SMS block** lets you send an SMS (Short Message Service) message to a customer from

any application type or channel. **Important:** This functionality is not supported for Callback applications.

Parking Queue Routing

- The **Route Call** and **Route Digital** blocks have a new option, **Parking Queue**, added to the list of available routing types. When selected, Designer sends digital interactions to a parking queue when the contact center is closed and retrieves them again when the contact center is open (as per the regular business hours specified in the **Business Hours** block).

N-best setting for speech recognition

- You can now configure an N-best threshold setting for Automatic Speech Recognition (ASR). If a customer's response isn't clear or is difficult to understand (for example, perhaps there is a lot of background noise), the N-best setting enables Designer to formulate a "best guess" as to what it thinks the customer intended to say, and then confirm if that was their intended response. You can configure this option globally by going to the **Speech Recognition tab** in the Application Settings and using the slider to adjust the **Max N-best** setting. Or, you can set it locally from the **ASR Settings tab** on the **User Input** block.

Other improvements and changes

- For bulk audio imports, when importing new media resources to a collection, Designer now displays the progress of the import.
- The **Upload Record Utterance** option in the HTTP REST block now supports custom headers.
- You can now view the flows of application builds and shared module versions in read-only mode.
- On the **Applications** page, you can now search by entering a specific phone number in the **Search** bar.
- When **managing contact points** for an application, you can now select phone numbers to be assigned in bulk or transferred to another application, without any interruption to service. Two new buttons are introduced to provide this functionality: **Batch Assign** lets you assign multiple phone numbers to the application, and **Transfer from Others** lets you transfer multiple phone numbers to other applications, or to other streams of the current application.

Resolved issues

- An issue that caused certain users to intermittently see a message that Designer had disconnected (i.e. "Oops! Designer cannot reach the HTCC server") is now corrected. (DES-7678)
- If a Designer Role is modified in Platform Administrator, Designer now correctly interprets and applies the privileges of that role. (DES-7664)
- On the **Shared Module** block, if the user navigates away from the **Signature** tab, the **Input Parameters** radio button remains selected (as the default) if the user goes back to that tab. (DES-7579)
- Designer Analytics no longer incorrectly applies a final disposition of **Terminated - Auto Stop** to sessions when digital interactions were already routed. (DES-8007)
- Designer now displays assigned chat endpoints correctly when the name contains an underscore ("_"). (DES-7909)
- When the **Specify Skills in this block** option in the **Route Call** block is enabled, the radio button now correctly indicates that the option is selected. (DES-7813)

- For applications enabled for chats, the **Treatments** tab of the **Route Call** block now lets you specify the number of seconds that should elapse between each treatment iteration. This setting prevents chat customers from receiving too many update notifications while waiting for an agent, and is ignored for voice interactions. (DES-7751)
- Bulk audio imports have been enhanced:
 - Designer now lets you know if a media resource specified in the CSV file doesn't exist in the package being imported. You can correct this by adding the missing file or removing the resource from the CSV file. (DES-7749)
 - If numbers are used to specify Text-to-Speech values in a CSV file, Designer no longer incorrectly flags this as a validation error. (DES-7738)
- In the **Application Settings**, the **Speech Recognition** values are now updated accordingly when adjusted by the sliders. (DES-7729)
- Designer now applies the correct disposition code ("Abandoned in Queue") if the **Clear on Timeout** option is enabled in the **Route Call** block and a caller in the queue disconnects. Previously, Designer was applying the "System Error" disposition code in this type of scenario. (DES-7723)
- Designer now correctly handles Special Day exceptions for Business Hours when the specified date range is only one day. (DES-7639)
- If you generate a new build, Designer no longer assigns it a build number that was already used. Previously, Designer would re-use numbers of deleted builds.(DES-7484)
- An issue that caused some of the panels on the default home dashboard to display average (mean) values as invalid text is now corrected. (DES-7478)
- During application exports, media resource files that are specified as manual dependencies are now included in the exported DAR file. (DES-7458)
- In the **Statistic** block, the width of the **Objects** drop-down menu is increased so that items with longer names are displayed in full. (DES-4708)
- The **Send Test Request** option on the **Test** tab of the **HTTP REST** block is now working correctly for requests that use a proxy. (DES-7634)

March 12, 2019 (9.0.102.03)

What's New

Google Automated Speech Recognition

- Designer applications can now tap into the powerful machine learning capabilities of Google's Automated Speech Recognition (ASR) engine to transcribe speech inputs provided by customers. This option is added to the **Input tab** of the **User Input** block, where you can enable it by selecting **Transcribe (Google ASR)**. **Google ASR** is also enabled by default on the **Input Settings tab** of the **Bot** block.

Bulk audio upload

- You can now add multiple media resources to a collection using the **Import Bulk Audio** option. This

enables you to upload a zip file that contains the media resources you want to import into the collection.

Quick replies

- During a chat session, option prompts configured in the **Menu** block now appear in the chat window as "quick reply" buttons. These are buttons that correspond to the options presented to the customer and allows them to quickly reply to the prompt by clicking a button rather than typing their response.

Other improvements and changes

- The **streams and builds workflow** capability is expanded to include callback type applications.
- Designer now supports **Punjabi (pa-IN)**.

Resolved Issues

- When using the **Route to another Application** option in the **Route Digital** block, the current application is no longer listed as one of the available target selections. (DES-7297)
- When an application processes a block that collects customer data (for example, a **User Input**, **Menu**, or **Bot** block), Designer now only considers customer messages received after that block is processed. (DES-7324)
- When publishing a media collection, languages that were previously deleted no longer appear in the list as added languages. (DES-7233)
- For digital applications, the option to assign or manage endpoints is now enabled only after the application is published. (DES-7324)
- When an outbound call fails to be created, Designer no longer disconnects the call and generates an error message. (DES-5839)
- When a callback is accepted, Designer now waits until all reporting processing is completed before making the outbound call. (DES-5804)

February 21, 2019 (9.0.100.31)

What's New

Rich media enhancements

- The **Play Message** block now lets you display an image to a customer during a chat session. You can enable this option on the **Message Settings tab**, where you can then specify the variable that contains the URL path to the image you want to display.

Designer Analytics

- Reports for Predictive Routing are added to the **Routing Analysis dashboard**.

Other improvements and changes

- Several of the user-interface elements have been standardized (i.e. color, style, formatting) to ensure a more consistent user experience across Designer and other Genesys products.

Resolved Issues

- Designer now checks to make sure that data table names are unique. Previously, a new data table could be saved with the same name as an existing one. (DES-7342)

January 18, 2019 (9.0.100.21)

What's New

Microservices platform

- Designer is now built as a **microservice**, which means you'll get faster access to new features and zero downtime during upgrades.

Omnichannel capability

- You can now "build once, and deploy anywhere"; a single call flow can handle both voice and chat interactions.
- **Email handling** — the new **Send Email block** lets an agent send an email to a customer, and the new **Automated Message block** sends an automated confirmation to a customer that their email was received.

Chatbots

- You can use the **Bot block** in the Self Service phase of your application to add a chatbot to your application. Chatbots are software applications that apply automatic speech recognition and natural language understanding to listen and respond to customers in a way that resembles a conversation with a live agent. You can define and manage your bot resources in the new **Bot Registry**.

Predictive Routing

- If your site is enabled for Genesys Predictive Routing, you can use the **Predictive Routing block** in your applications to take advantage of this powerful routing capability. This feature allows Designer to retrieve a list of agents that are best equipped to handle a specific type of call and then route the call to the agent with the highest likelihood of a successful outcome.

Streams and Builds Workflow

- Designer now features a **streams-based workflow**, where you can generate multiple builds of an application and assign them to different streams. For example, you can have one build of an application assigned to QA, and another build of the same application assigned to your Live operations. You can

manage these builds from the [application properties](#).

- You can now [designate certain resources for use in testing](#), so that non-production builds do not reference resources that are being used in your live operations.

Other improvements and changes

- The new **Manage OpenMedia Endpoints** setting under [Application settings](#) lets you select and assign an OpenMedia endpoint to the application (to support [Genesys Task Routing](#)).
- The new [Record Utterance block](#) lets you capture a voice recording of a caller that can then be sent to an external API (using an [HTTP Rest block](#)) or played back using a [Play Message block](#).
- The new [Click-to-Call-In- Match block](#) lets you compare and match a caller's information with details they provided earlier and then route the interaction accordingly.
- The **Input** tab of the [User Input block](#) has two new options (**Service** and **Arg**), that are added to support dynamic speech grammars.
- The [User Input block](#) has two additional tabs, **Confirmation** and **Confirmation Retry**, that let you ask customers to confirm their responses.
- A new option, **Set Agent Reservation Priority to current priority option**, is added to the **Routing Priority** tab of the [Callback block](#) to apply the current priority of the call at the time an agent was found for the callback to the agent reservation request (when using the **Use Priority during Routing** option).
- The **Routing** tab of the [Route Digital block](#) has a new option, **Route to another Application**, that lets you route the interaction to the interaction queue of the selected destination application.
- **Speech Grammars** is now called [Grammars & Bots](#).
- **Audio Resources** is now called [Media Resources](#).
- **Message Resources** is now called [Digital Resources](#).

Known Issues

The latest known issues are at the top of the list.

- When importing Bulk Audio into a Media Collection, TTS text values that contain special characters are not displayed on the **Media Resources** details page or the **Manage Languages** dialog. (DES-10389)
- For long-running background tasks that take longer than 2 minutes, Designer will sometimes display an error message in the UI, even as the task continues to process successfully. This issue most often occurs when publishing large applications, or publishing entire media collections. As a workaround, refresh the page, and check the **Last Published** timestamp. If the publish operation was successful, this is reflected in the **Last Published** timestamp. (DES-10294)
- Custom query expressions are only working on the **Session Detail Records** dashboard. (DES-10156)
Workaround: Instead of using a custom query, you can use filters and drill-downs on all other dashboards to target and locate specific details.
- When a **Route Call** block is configured to run a post-processing application, the main application might restart after the post-processing application has completed. (DES-9758)
Workaround: In the main application, use a **Call Data** block to set the **sys_des_postprocessing**

value as **true**.

- When publishing an application, Designer now validates the **parseInt(string, radix)** function used by the **Advanced Scripting** tab of the **Assign Variables** block and displays a *warning* if the value of the **radix** parameter is missing or invalid. However, if you are using cloned Callback modules in the application, the validation returns an *error* that prevents the application from being published. (DES-8876)
Workaround: Click the error to jump to the affected block. Find the expression that uses **parseInt(parameter1)** and add a second parameter for the **radix** value (e.g. **parseInt(parameter1, 10)**). Save the application flow and try publishing again.
- In Designer Analytics, the **aggstable** panel type is removed from the list of available panel types. The functionality of this panel is now migrated to the **agg** panel type. (DES-7489)
- When using the WhatsApp social media channel, “Unsupported message type” might appear in the chat window if the application flow contains an Intelligent Prompt type message. (DES-9060)
- In chat-based survey applications, the chat transcript is missing from the email sent by the **Send Chat Transcript** block. (DES-8957)
- The new LIVE B stream is not yet supported for social media interactions (Facebook, WhatsApp, Twitter, etc.). (DES-8805)
- Designer might unexpectedly freeze if you are using a Google Chrome or Microsoft Edge browser powered by Chromium v.77. (DES-8637)
Workaround: This issue is resolved in the latest versions of these browsers. To avoid this issue, update your Chrome and Edge browsers to the latest versions.
- Designer does not support Microsoft Internet Explorer (all versions). Using non-supported browsers with Designer can produce unexpected results. (DES-8654)
- **WhatsApp:** If a customer responds to a chat prompt by uploading an image from their local machine, Designer accepts the image as a valid response even though it doesn't match the expected input (such as a menu option number). (DES-7887)
- In Designer 9.0, you can only import applications that were created using a 9.0 version. Applications exported from non-9.0 releases are not compatible. (DES-7283)